

To: WIB Directors
DWD Policy and Planning Division
DWD Monitoring Unit
FSSA/Division of Family and Children

From: Mark Hollman
Director, Lifelong Learning Institute

Date: December 20, 2001

Subj: Upcoming Learning Opportunity:
WIA Monitoring For Program Operations

The Lifelong Learning Institute is pleased to announce an upcoming learning opportunity offered through its partnership with Indiana University School of Continuing Studies:

WIA Monitoring For Program Operations

Why you should attend this two-day training session:

Are you the “dreaded monitor”? - that person who comes in and disrupts agency operations and creates havoc? Or, are you the trembling agency thinking “Oh, no...here we go again...those nitpickers are coming!”? In either case, this workshop is intended to remove the bad-guy image if you are the monitor and remove the dread if you are the agency being monitored.

The increased emphasis on quality in federally funded programs increases the responsibility of the monitor and changes monitoring from a process that ensures compliance to various rules and regulations to a process that is used:

- To improve quality of programs and services.
- To provide support and technical assistance to contracted activities and service providers.
- As a management tool that can identify problems and link planning, program design, implementation, technical assistance and evaluation.

Topics will include:

This training session will include lecturettes with exercises, demonstrations and discussions on using monitoring as a quality control tool, monitoring for compliance, and monitoring as a management tool. The following will be addressed:

- Advantages, disadvantages and when to use the following types of monitoring:
 - Desk Reviews
 - Interviews
 - Records Reviews
 - Observation
 - On-site Reviews.
- Overview of the process of analyzing information collected during the reviews to form conclusions that can be documented by the completed monitoring instruments.
- Instructions for writing the monitoring report and developing corrective action plans.
- Identifying when technical assistance is appropriate.
- Identifying when training is warranted.

Program Information:

- **Date:** February 11-12, 2002
- **Time:** 8:30 am Registration
9:00 am - 4:00 pm Training
- **Trainer:** Judy Koonter
- **Location:** Indiana Community Action Association
1845 West 18th Street
Indianapolis, IN
- **Cost:** \$210

Continuing Education Units:

This program will provide 1.2 Continuing Education Units (CEUs).

Who Should Attend?

Those who are involved with monitoring WIA/WtW programs and staff who work with monitors or prepare information for monitoring visits.

NOTE: Please share this announcement with others who might benefit from this training.

About Your Seminar Leader:

Judy Kootner, a Workforce Development Consultant for Integrated Solutions, had 25 years of experience with the State of Michigan. Fifteen of those years she served as a monitor/audit resolution analyst with the Michigan Department of Career Development. Koonter has four years experience in Michigan and other states as an independent consultant. She brings an in-depth awareness of federal and state monitoring concepts for federal programs.

To Register: (*Registration deadline February 1, 2002*)

- Fill out the registration form (please print clearly to assure accuracy on certificate).
- DWD Staff: Submit through normal SDO process.
- Other attendees: A check or purchase order must accompany your registration form.
- Refunds will not be granted. A colleague may attend in your place.
- We reserve the right to cancel should enrollments not meet required numbers.
- **Send registrations to:**

Carol Bland
IU School of Continuing Studies
Owen Hall 304
790 E. Kirkwood Avenue
Bloomington, IN 47405-7101

To enroll by phone or FAX, you must pay by credit card.
FAX: 812-855-8997 Phone: 812-855-5031

For more information on the Lifelong Learning Institute, Indiana University-School of Continuing Studies Partnership and training opportunities, contact Mark Hollman at 317-233-4009 (mhollman@dwd.state.in.us) or Karen Burnett, IU School of Continuing Studies at 317-278-0612 (kburnett@iupui.edu).

LLI/SCS Registration Form

Course Title: WIA Monitoring For Program Operations

Date: February 11-12, 2002

Your Name: _____

Organization: _____

Job Title/Scope: _____

Work Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Phone #: _____ Fax #: _____ E-mail: _____

I am

- ☐ a DWD employee
- ☐ an FSSA/DFC employee FSSA/DFC Employee ICES Worker ID _____
- ☐ other

Social Security # _____

Your ss# is required to comply with the tax reporting requirements of the 1997 Taxpayer Relief Act. If you do not want to claim education tax credit, or if your employer is paying for this training, write "Decline" on the line above.

Payment Method

Fee: **\$ 210**

Check or money order enclosed. Make payable to *Indiana University*.

- ☐ Purchase Order # _____ Contact Person _____
- ☐ MasterCard
- ☐ Visa
- ☐ Discover

Account # _____ Expiration Date _____

Signature _____

Enroll by fax: 812-855-8997

Enroll by phone: 812-855-5031

Mail or fax this form to: **Carol Bland**
IU School of Continuing Studies
790 East Kirkwood Avenue Owen Hall 304
Bloomington, IN 47405-7101

Thank you. Your registration will be confirmed by e-mail.
If you need special assistance, please contact us.